

SSSRESUME

NITESH POTFODE

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Objective

Seeking a challenging position in an esteemed organization. where I can use my technical skills, experience and knowledge and be a part of the team that dynamically work for the growth and development of organization.

Keywords: Automobile, Tire, Service, & Maintenance.

Professional Adbridgment

- ❖ Six years of experience in Field Service, with Volvo Eicher Commercial vehicles Ltd as a service engineer.

Overview of work: Providing after sales service, technical support and training to all dealership & customers, customer channels under command area & Registering/Recording each customer complaints & ensure responses within turnaround time levels.

- **Organization:** Praram CAD service Pvt. Ltd., Pune (Maharashtra)
- **On site Organization:** Volvo Eicher Commercial Vehicle, Pithampur (M.P.) October - 2014 to till date.
- **Designation:** Product Expert
- **Department:** Product Design & Development-HD
- **Reporting Person:** Deputy Manager.

Roles and Responsibilities

- Field support – Pro active support services to workshop for faster turn-around.
- On-site support service – Visit to the customer site in weekly base, identified the problem and resolve with in time duration, also provide proactive support to the dealership technician for diagnostics assistance through advanced tools.
- Predictive Critical – Cases where immediate intervention is required to prevent the breakdown of the vehicle.
- Predictive Workshop – Cases where intervention is required but not immediate to prevent breakdown in near future.
- Predictive Customer Case – Cases where intervention is required and can be rectified by customer to prevent breakdown/ high downtime.
- Responsible for the Preventive service, installation & maintenance activities.
- Handle Critical issue, Break down, Campaign, JI & customer meet. Official visit at various Eicher authorized dealerships in Central Region and scheduled many programs like mechanic training, tools audit, tools availability, customer driver training (Like FE, road safety, vehicle safety).
- Project:- work on Product establishment & Customer satisfaction of Pro6047, Pro6055, Pro2049 and Pro2095xp series vehicles in Gujarat and Maharashtra.
- Performing complex technical operations which involved planning and selecting appropriate equipment's, services and techniques to achieve desired results in an economical manner.
- Carrying on customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms defined by the organization.
- Responsible for providing after sales support to dealer / customer, complaint redressed and after sales network.
- Foster / drive collaboration with design team and sales team.
- Ensure all predictive maintenance services & equipment are operational and activities are carried out.
- Perform Root cause failure analysis for all major issues/failures & determine pre-requisites to restart after an issue.
- Assist in the implementation of Best Practice - Report related repair costs & man hours, both internal and external.
- Report completion of the Corrective actions from audits, Root Cause Analysis, Alerts in reporting platform.
- Resolving customer complaints and technical issues, establishing product and performance.
- Effectively communicated with customers and internal colleagues to meet customer's expectations and provide training.
- Resolving customer complaints and technical issues, establishing product and performance.
- Generated customer feedback data.

- Detailed experience in customer support, channel service, vehicle maintenance,
- Supported Sales and Service department by presenting technical briefings.
- To share the gap areas observed at dealerships with concerned team for right tools and parts availability to minimize repair time
- 100% compiling observation on cases logged and sharing with all necessary info as per defined format to resolve similar issues faster and for ready reference.
- Remotely facilitating field team and dealers to resolve issues and enhance uptime, Quality guidance with utilization of dialer.
- Handling critical cases of PAN India escalated by Dealership team and aftermarket team registered on uptime portal.

➤ Professional Achievements

- Eicher Pro6000 vehicles attend in western region and resolved the tire wear and FE issues and got **Satisfaction Letter** from the customer **SITS, Chheda cargo, Commercial Transport, Meta Logix, Western Super, Bhagyshree, M.K. Bulk, Ghodakhe Patil, Harikrupa transport & Shree Shive.**
- Solved tire wear and FE issues and increased tire life (10 - 15%) and FE (3 - 4% from competitor vehicles) and got positive feedback from customers.

Academic

B.E. in Mechanical Engineering, 65% from Jabalpur Engineering College Jabalpur, affiliated to R.G.P.V. Bhopal.

Diploma in Mechanical Engineering, 73% Sardar Vallabh Polytechnic Collage, affiliated to R.G.P.V. Bhopal.

X, with 70% marks, from Saraswati higher secondary school, Itarsi affiliated to M.P.B.S.E. Bhopal.

Skills

- ✓ **Mechanical Design Software:** Pro-E, AutoCAD.
- ✓ **Software Packages:** MS-Office (Word, Excel, and PowerPoint).
- ✓ **Vehicle:** Strong Decision making & Benchmark analysis.

Projects

Minor: Load Distribution: The project works on the principle of load distribution to make it easy to carry HeavyLoads.

Major: Load Transferring Lift: It is the arrangement in which the load is carrying up by balancing its weight by forces one is the weight of the dead weight and other force applied by paddling the bicycle.

Training

- Major training from **Satpura power plant**, Sarni.
- Minor training from **Diesel Loco Shed**, Itarsi.
- Minor training from **Amtek Auto Limited**, Mandideep.

Extra-Curricular Activity

- Participated in Mahakoushal Vigyan Mela.
- Participated in inter-branch, Carrom tournament, Cricket tournament 'AAGAAZ'.
- Donated blood in Blood Donation Camp.
- Bronze Medal in State Level Tae-Kwon-Do.

Capability

- Team facilitator, leadership ability.
- Innovative, flexible at working schedules and adaptive to any change.
- Quick learner and take up challenges.
- Established capability to follow procedures and guidelines.
- Dependable and flexible character, with inexhaustible stamina for work.

Personal Details

Name	Nitesh Potfode
Father'sName	Laxman Rao Potfode
Mother'sName	GeetaPotfode
Date of Birth	17/06/1989
Marital Status	Married
Language Known	English, Hindi, & Marathi
Permanent Address	Ward no-2, old Itarsi, Dist- Hoshangabad (M.P.)

Declaration

I hereby certify that all the information provided here is correct to the best of my knowledge. I will make it my earnest to discharge completely and carefully the duties you may be pleased to interest with me.

Place: Indore

Date:

(Nitesh Potfode)